Jackrabbit Music

Information Guide

Version 2.6

Jackrabbit Technologies, Inc
POB 31421, Charlotte, NC, 28231
www.JackrabbitMusic.com
sales@jackrabbittech.com
704.895.4034

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Section 1 - Executive Overview

Jackrabbit is the easiest to use and most accessible lesson/class management system available. You pay a low monthly fee which covers access to the software, support and enhancements. Owners and managers need an application that is simple to use by their staff and provides comprehensive management reporting. Its unique executive dashboard shows management critical information regarding enrollment, drops, openings percentage and aged accounts, every time they logon.

Jackrabbit offers a comprehensive solution without the hassles of buying, installing & updating software and eliminates the need to be at the facility to use the system. A huge benefit of Jackrabbit is that we host both the application and data for you. Giving you the flexibility to access your data from anywhere with an Internet connection.

The common concerns of management in regards to a new system are: staff training, software installation & support and data conversion/entry. Jackrabbit addresses all of these:
- **Staff Training** - The system is so simple to use that we challenge you that after watching the 5 minute software video on our website that a person can easily input a financial transaction and / or enroll a student.
- **Software installation and support** – A web-based application eliminates the need for software installation, software updates and technical support. All you need is an Internet connection (a high speed one is recommended) and a web browser.
- **Data conversation** / **entry** – Jackrabbit has the ability to import family, student, lesson/class and enrollment information from an Excel spreadsheet template. For example, a 1000 student spreadsheet takes about one minute to be uploaded into the system and then you can begin using it immediately.

We offer a FREE 30 day trial to try out our software and we hope you take us up on our offer. All we ask in return is that you provide us your valued feedback.

Major Software Features include:
- Complete contact management
- Lesson/class information, scheduling, & enrollment
- Billing and Accounts / Receivable
- Seamless integration of multi location data
- Easy view of combined location organizational reporting
- Security and permissions based functions
- Comprehensive reporting
- Attendance and makeup tracking

Section 2 – Client Testimonials

"Jackrabbit is the only all in one system designed for our industry that can handle all our scheduling, online registration, CRM & billing needs. In my situation Jackrabbit replaced three disconnected systems (billing, contact management and scheduling) with one easy to use web based system. It has changed the way we do business."

Chris Wilson - Academy of Music and Art - www.AcademyofMusicAndArt.com

"Jackrabbit is a wonderful tool to manage your studio! It incorporates lesson scheduling, (even make up lessons) lesson fees, and payment records, with state of the art tracking tools to keep you on top of your studio business. With its new enhancements, it is by far the best software tool on the market for music studios. I especially like it is a monthly fee for use rather than a HUGE BITE OUT OF MY WALLET. Jackrabbit is easy to learn, even for those of us who are technically illiterate."

Bobbie Robertson - Main Street School of Music

"After reviewing EVERY software product over the past 10 years, it is clear that JACKRABBIT is the #1 choice. Its' easy-to-use features are perfect for the entire range of business, whether you are a start-up club or a large, full-service children's activity center. The incremental cost and ability of the software to grow with your business is without peer in the industry."

Frank Sahlein – Wings Center / 3rd Level Consulting

It's very easy to use and adapt to. You guys kill Get Physical. I love the "Executive Dashboard" initial page which displays the status of enrollment and account receivables. I sell just about everything I believe in, especially which has helped me to streamline my company or my life. Thanks for creating a fantastic solution.

Jason Williams

"I have evaluated MV Soft and Get Physical. While the programs provided some useful features, they just didn't feel complete to me. In addition, I was not pleased with the user interface of the programs. I took a quick look at ProSchool, which at a glance seemed like a good program but was not affordable for someone like me with a very small school.

I chose Jackrabbit because it is a complete system. All of the spreadsheets and queries I created using Excel to keep track of the business are already available in Jackrabbit in one place, even the Birthday List. I still have the option of exporting data to Excel if needed. I like the look and feel of the program. I especially enjoy the ability to be able to access my information online from anywhere, anytime. Most importantly, the monthly payment makes it affordable. Honestly, I was sold at the initial data conversion...even with the minor issues we had.

Thanks a lot for making one of my tasks as a new school owner easier."

Toni Ellis

"The software is simple to use, powerful enough to run my multiple facilities and can be tailored to meet the many demands of a successful school. The value of using a web based system allows me the opportunity to access my records amazingly fast over the Internet whether I am at the school, home or on vacation!"

David Kirkwood

"I love the Jackrabbit program because it is easy to use, its online, and you don't have to worry about software installation & updates or backing up your work its all done for you!" "

Sarah Bowles

"I want to let all the studios and schools to know how pleased I am with the Jackrabbit program. I have found it easy to read, easy to work and above all, very user friendly. This has made MY job somewhat quicker and more efficient. I can highly recommend this program to anyone who chooses to have interest in this. Thanks once again for developing such a thorough program."

Beverly Schaeffer

"The Jackrabbit system is a very powerful but intuitive system to use. The ability to log in from any computer anywhere without the need for installing additional software or buying additional licenses is one of its greatest advantages. I imported my data from another system via the Jackrabbit spreadsheet import feature and was up and running in a matter of minutes. The software is simple to use and provides us with powerful management reports. This system will revolutionize the way we manage our customers!"

Scott Davis

Section 3 - Web-based Application Benefits

Hosted Solution

A huge benefit of Jackrabbit is that we host both the application and data for you. This means you don't need costly IT resources and you don't need to buy any software. Just point your browser to Jackrabbit and go – from anywhere. Because we can spread the cost of a highly available infrastructure across many clients, you get the savings and the security of knowing its always available when you need it.

Risk Free Uptime Guarantee

You rely on Jackrabbit every day so we guarantee 99.6% system uptime. Because system availability is important. More importantly our actual uptime is much higher. With redundancy, 24/7 monitoring, and fault tolerant engineering, our network infrastructure is designed to handle your mission-critical business application needs every day of every year. Planned maintenance and upgrades are undertaken on weekends and never during the high user activity. And we always send out advanced notice of any planned system downtime to your organization's primary Jackrabbit administrator.

Safe Enough for Banks

Your data is your biggest asset and your business relies on it every day. Whether picking a client/server or hosted solution, you need to make sure the daily operations of the system are sufficiently resourced and managed in a way that secures your data and ensures it is always recoverable. Because we can spread the cost of a highly secure infrastructure across many clients, you can sleep easily at night knowing your data is probably safer than if it was in your own building. Our servers are in the same datacenter where large banks keep their servers.

Highly Secure

The security of your data is of utmost importance to us. Our hosting centers include fully redundant, state-of-the-art denial-of-service firewalls and we run SSL acceleration hardware to give the same performance whether you connect under regular or SSL encryption mode. Jackrabbit contains numerous system administrator controls to restrict access to data and functionality. All access to the Jackrabbit system requires user authentication, which is done under 128-bit encryption, and the data is fully secured on protected servers.

Safe Backup

We have a strict backup regimen to make sure your data is always protected. Even though our customers have never needed them, multiple backups are run every day. This means even in the unlikely event of a catastrophic failure, there's no need to worry about your data.

Data Import / Export

Data import and export in Jackrabbit is a snap. The Jackrabbit import feature allows you to import account and contact data as needed, including lists you've just purchased or files downloaded from other databases. You can also use it for bulk import for the first time you migrate data from another lesson/class management system. Exporting data is also a breeze. You can save data from Jackrabbit right into an Excel file. Of course you want to protect your data, so administrators can set up policies for who can see and share what data.

Benefits:

- All you need is a web browser and an Internet connection to run the software
- You can access your information from work or home or anywhere in the world
- No more having to install software or updates on each PC
- No more having to backup your database every day
- Data is backed up in a data center using state-of-the-art technology to protect its security and accessibility
- Parents can have restricted access (if you grant it) to change their contact info, billing info and access instructor feedback (saving you precious time) (coming soon)
- Instructors can have restricted access (if you grant it) to view their own schedules and other pertinent information (saving you precious time) (coming soon)
- If you have multiple locations – easily view organizational level reports
- All users access the application and database simultaneously at any hour from any Internet connection
- No new expensive server hardware or software required

Section 4 – Frequently Asked Questions

How long does it take to implement the system?

After you fill out the Buy Now form, we can have your system User ID ready in one business hour. We also have a great User Guide which contains an implementation chapter with a proven methodology that describes how to successfully and quickly implement this system in a matter of days. You can also use our powerful student import feature allows to import family, student, lesson/class and enrollment information (not financial) from a simple spreadsheet in a matter of minutes.

What is the advantage of subscribing versus licensing of software?

Rentable or "hosted" applications save time and money. With a hosted application, you avoid the costs and overhead of, testing, installing, and maintaining an application on your own servers. The monthly rental fee covers the use of our hardware, software, databases, general system administration, and eliminates time required for performing an installation.

What has been done to ensure a highly available system?

Our systems have no single point of failure. This means that every component of the system has a backup that can be used in case of some type of failure. Most of these components are actually setup in such a way that the system will fail-over without causing any down time.
Our servers are located in a Tier One state of the art computer facility, **www.Peak10.com**, specifically built for supporting Internet servers. This facility was designed for providing high availability to the Internet. The data center is engineered with multiple levels of security, uninterruptible power supplies (UPS), redundant HVAC systems, and fire suppression, as well as 24 X 7 monitoring and management. It is our belief that our systems will have a higher uptime than your own computer systems.

Security Measures

- Biometric (fingerprint access) scanning technology verifies identity for authorized access into the facility.
- Proximity card access with PIN, in addition to biometric clearance, is required to enter/exit the facility.
- No open cabinets. All of our steel mesh cabinets are fitted with combination locks. As a result, no keys can be lost or duplicated.
- Video surveillance cameras are hidden throughout the facility, monitored by our 24x7 Solution Support Center (SSC); tracks and records access throughout the facility.
- Strategically placed motion/vibration detection devices alert Peak 10 SSC personnel of any forced entry..
- Redundant, uninterruptible power system and diesel powered back-up generator.
- Regular testing and maintenance of back-up systems and procedures

These are some of the reasons are why we believe your data is safer with us than in a less secure environment like a school, studio or school.

I am concerned about my data being out on the Internet, how secure is my data?

If you have access to the Internet from the computer that stores your current lesson/class management system, your data is already on the Internet and is vulnerable.

An analogy we like to use is that you don't keep your life savings at your house, you take it to a place built to protect money. It is our belief that your data is safer with us than in your facility. Our servers are behind state of the art firewalls, monitored 7 x 24 x 365, requires biometrics to enter and reside in the same facility where some of the largest U.S. banks host their servers. We take storing client information very seriously and adhere to the strick credit card processing security rules and policies.

What if I want to terminate my relationship with Jackrabbit Technologies, how do I get my data?

You can terminate your relationship with Jackrabbit Technologies at anytime. You can also download your information to Excel at anytime to have a backup in your possession.

Section 5 - Features & Functions

Overview

- Student & Family Management
- Lesson/class Management
- Instructor Management
- Billing & Accounts Receivable
- Executive Dashboard
- On-line registration
- Integration into your existing website
- Electronic payments
- Multi location support
- Comprehensive Security
- Dance Studio - Specific Features
- Martial Arts - Specific Features

Student & Family Management

- Unlimited # of students per family
- Unlimited # of contacts per family
- Family info includes: address, neighborhood, referral, lead source, special discounting (scholarship, hardship, employee) & unlimited notes
- Contact info includes: name, relationship, emails, work, home, cell phone numbers, address, employer, title, drivers license, login authority, billing flag, social security #, unlimited emergency contact(s) & unlimited notes
- Billing info includes: delivery type: email, snail mail or both, credit card, expiration date, 3 digit code, address, bank name, bank routing transit #, unlimited billing notes & special discounting (scholarship, hardship, employee)
- Student info includes: age, birthdate, gender, school, grade, phone, email, transportation method, active flag, date started, date quit, current enrollment, past enrollment, medications, primary doctor, disabilities, hospital preference, special needs, health insurance carrier, allergies, 5 skill levels tracking, unlimited skill notes, instructor feedback notes, absences/make-ups, emergency form flag, picture, special notes to appear on lesson/class roll & secret word
- Student measurements/sizes tracking: uniform size, martial arts belt size, t-shirt, leotard, pant, dress, shoe, height, waist, girth, bust, chest, inseam, sleeve, neck, hips & unlimited notes
- Easily email to all students and/or parents/contacts

Lesson/class Management

- Lesson/class info includes: location, name, description, status, tuition, days of the week, session, room, gender, category1, category2, category3, min & max age, current size, max size, max wait, start & date; duration; display on public website flag and allow online registration flag
- Tracks: current and past enrollment, absences and make-ups, waiting list, instructors & unlimited notes
- "Per day" lesson/class type: can be used for camps and lesson/classes that meet multiple times per week and allows per-day enrollment
- Ability to email a lesson/class: students and/or parents and/or instructors
- Ability to drop all students from a lesson/class
- Ability to easily enter all absence on one page for a lesson/class
- Absence and makeup tracking: date absence, elgible for make-up, unlimited notes, make-up date & lesson/class

Instructor Management

- Instructor info includes: name, status, type, 3 position(s), birthdate, home, work & cell phone, email, emergency contact info, lesson/classes taught, compensation info, feedback, certifications, certifications date, certification notes, background, unlimited notes & picture
- Instructor phone listing
- Instructor schedules

Billing & Accounts Receivable

- Automated assignment of recurring charges
- Multiple billing, discount, late fee, and payment options
- Paper and/or electronic billing presentation capabilities
- Fast, accurate assignment of receipts to Customer accounts
- Electronic payment capability (Bank Drafts or Electronic Funds Transfer)
- Integrated Credit Card processing capability
- Detailed cash flow and account aging reports.

Executive Dashboard

- Every time management logs in critical performance indicators are displayed the first page
- Indicators include: enrollment, lesson/class efficiency, drops, profitability and age accounts
- One page summary showing color coded status, easy to read - green, yellow or red
- User definable thresholds
- Easily drill down to quickly see detailed information
- Helps keep management focused on goals and objectives

Online Registration

- Current and new students can be enrolled in lesson/classes via your public website
- Registration form is completely secure (128 bit SSL)
- Everyone has access to the real-time lesson/class information
- Simple one page registration form
- Easily control the following verbiage from within Jackrabbit: transportation release, release of liability, assumption of risk, medical emergency, payment policy & signature text
- Option to require a valid credit card #

Integration into your existing website

- Easily integrate real-time lesson/class openings into your current website
- Control which lesson/class openings display on your website from within Jackrabbit
- Easily integrate real-time lesson/class openings into your current website
- Control which lesson/classes can be accessed from online registration from within Jackrabbit
- NO setup fee

Electronic Payments

- Easily integrate your current Credit Card Merchant account into Jackrabbit
- Supports bank drafts and credit card automatic payments
- We use www.Authorize.net as our Internet Gateway which interfaces to 90% of the current credit card processors, so you don't have to get another Credit Card Merchant account
- Easy setup and no setup fee from Jackrabbit Technologies, there is a setup fee from Authorize.net

Multi location support

- Unlimited # of locations/facilities
- Easily configure each users' permission to each location

- Location data can not be accidently comingled (enrolled a student from Houston into a Dallas lesson/class)
- Reporting can be selected the location or organization level

Comprehensive Security

- Multiple levels of access permissions
- Permissions can be based on software feature, location access or category of lesson/classes
- All communication between the end-users web browser is SSL 128 encrypted
- All sensitive billing information is encrypted in the Jackrabbit database

Section 6 - Sample Screens

Executive Dashboard: This unique feature shows management every time they login critical success factors like: enrollment, lesson/class efficiency, drops, profitability and age accounts. User definable thresholds with easy to read indicators, red=bad, yellow-ok, green=good. To see the details, just click on the indicator. Helps to keep management focused on goals and objectives.

Global Search Results Screen: After inputting a partial first or last name in the global search field at the top of the screen and clicking "Go" the system quickly returns any partial matches. This is a huge timesaver in the fact that no matter where you are in the system, you can easily get to contact's information. You can click on the family name to go to the family screen, the "Enter Transaction" and "Enroll Student" take you to the appropriate screens.

Family Screen: You can navigate to this screen from many other screens in the system: global search, student screen, lesson/class screen and several others. This screen contains additional family information under the tab headings: Summary, Students, Contacts, Lesson/classes, Transactions, Checklist, Billing Info and Miscellaneous. The summary tab provides the most commonly used information about a family. The other information groups can easily be view by just clicking on the tabs. You can easily navigate to a contact's screen by clicking the contact's "view" link. You can easily view the student's screen by clicking the student's "view" link.

Also, tasks like inputting transactions, adding a student, adding family contact and generating a statement can be quickly executed by buttons at the top of the screen.

Family Screen - Contacts Tab: This tab displays the most commonly used family contact information. If you would like to see a contact details, just click on the contact's "view" link. If you want to email a contact, just click on the email link.

	First Name	Last Name	Type	Auth.?	Home Phone Cell Phone Work Phone	Address	Email
view	Tammie	Meir	Mother	Yes	704-420-7845	4821 Radcliff Road Charlotte, NC 27609	tammy@jackrabbittech.com
view	Carter	Meir	Father	Yes	704-420-7845	4821 Radcliff Road Charlotte, NC 27609	

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Family Screen – Lesson/classes Tab: This tab displays the most commonly used lesson/class enrollment information. If you would like to navigate to the lesson/class screen, just click on the lesson/class name link. If you would like to navigate to the student screen, just click on the student name link. If you would like to drop a student from a lesson/class, just click on the appropriate "Drop" link.

Current Enrollment

Student	Class	Class Description	Room	Time	Instructor	By	
Ashley Meir	Gymnastics - Mon, Tu	Gymnastics - Mon, Tue, Wed - Team				MARK	Drop

Past Enrollment

Student	Class	Enroll Date	Reason	By	Notes	Drop Date	Reason	By	Notes
Ashley Meir	Gymnastics - Mon - B	9/9/2004 11:04:15 AM	Enrolled	MARK		9/9/2004	Teacher Conflict	MARK	Teacher was not nice

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Family Screen – Transactions Tab: This tab displays the most commonly used financial transaction information. If you would like to delete a transaction, just click on the appropriate "Delete" link.

Date	Dr/Cr	Type	Amount	Note	Pmt Method	Check#	Student	Class	UserID	
8/1/2004	D	Merchandise	65.87	Team Leotards					MARK	Delete
8/9/2004	C	Payment	(6.87)		Check	4325			MARK	Delete
9/9/2004	D	Tuition Fee	55.00	Session tuition					MARK	Delete
9/9/2004	C	Payment	(55.00)						MARK	Delete

Balance: 59.00 (Current Outstanding Balance)

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Family Screen – Billing Info Tab: This tab displays all the billing details about the family.

Enter Transaction | Split Transaction | Add Student | Add Contact | Change Family Name | Statement

Summary | Contacts | Classes | Transactions | Billing Info | Misc.

Billing Delivery: Email

Payment Method: Check

Credit Card Name: (Name as it appears on Credit Card)

Credit Card#: Exp Month: 01 Exp Year: 2004

3-digit Code: (3-digit Card Identification Number typically on the back of the card)

Billing Address: (taken from Billing Contact)
Name: Worth Aldridge
Address 1: 1920 Bowling Green Tr.
Address 2:
City: Charlotte   **State:** NC   **Zip:** 27613

Bank Name:

Bank Routing #:   **Bank Account #:**

Billing Instructions:

More...

Family Discount Reason: Employee

Family Discount: 96 (Dollar Amount deducted Each Billing Cycle)

Family - Contact Screen: This is the screen displays all the details about a family contact. This screen can be easily navigated to from the Global Search Results and Family screens.

Family:	Meir 🔍
First Name:	Tammie
Last Name:	Meir
Type:	Mother
Primary:	Yes
SSN:	
Drivers License#:	
Authorized:	Yes (Authorized to pick-up child)
Login:	Yes (Can Login to Parent Portal?)
Work Email:	
Home Email:	tammy@jackrabbittech.com
Employer:	
Title:	
Phone Numbers	
-Home Phone:	704-420-7845
-Work Phone:	
-Fax:	
-Cell Phone:	
-Other:	
Home Address	
-Address 1:	4821 Radcliff Road
-Address 2:	
-City:	Charlotte
-Zip:	27609
-State:	NC
Notes:	

Student Screen: You can navigate to this screen from many other screens in the system: global search, family screen, lesson/class screen and several others. This screen contains all the student information under the tab headings: Summary, Lesson/classes, Health Info, Roll Notes, Skills and Feedback. The summary tab provides the most commonly used information about a student. The other information groups can easily be view by just clicking on the tabs. You can easily navigate to the family screen by clicking the family link. You can easily view the lesson/class screen by clicking the appropriate lesson/class link. You can drop a student from a lesson/class, by clicking on the appropriate "Drop" link.

Also, tasks like enrolling a student, can be quickly executed by buttons at the top of the screen.

Student – Lesson/classes Tab: This tab displays the student's current and past enrollment.

Student – Health Tab: This tab displays the student's health information.

Family: Meir			
First Name: Ashley		**Middle Initial:**	**Last Name:** Meir

Summary	Classes	Health Info	Roll Notes	Skills	Feedback

Medications:

More...

Primary Doctor:

Hospital Preference:

Disabilities:

More...

Special Needs:

More...

Allergies:

More...

Health Insurance:

More...

Lesson/class List Screen: This is lists all the lesson/classes with commonly used information. To access this screen just click on the "List lesson/classes" main menu item.

Location	Class	Description	Category1, Category2, Category3	Gender	Ages	Room	Open	Max Size	Size	Wait	Max Wait	Tuition
JRT	Cheerleading - Mon	Cheerleading - Mon, Wed, Fri. - Advanced	Cheerleading, ,			Gym 3	10	16	6	0	0	65.00
JRT	Gymnastics - Mon - B	Gymnastics - Mon - Beginneg	, ,				5	12	7	0	0	55.00
JRT	Gymnastics - Mon, Tu	Gymnastics - Mon, Tue, Wed - Team	, ,				7	15	8	0	0	65.00
JRT	Gymnastics - Tue - B	Gymnastics - Tue - Beginneg	, ,				3	12	9	0	0	75.00
JRT	Gymnastics - Wed - B	Gymnastics - Wed - Beginneg	, ,				3	10	7	0	0	35.00
Mooresville	Go Go		, ,				99	99	0	0	0	
Mooresville	Test Class		, ,	Both	5 - 7	Main Gym	12	12	0	0	4	45.00

Lesson/class Screen: You can get to this screen from many other screens in the system: list lesson/classes, family screen, student screen and instructor screen. This screen contains additional lesson/class information under the tab headings: Summary, Enroll List, Drop List, Wait List, Instructors, Billing and Miscellaneous. The summary tab provides the most commonly used information about a lesson/class.

Class Roll	Mass Drop

Summary	Enroll List	Drop List	Wait List	Instructors	Billing	Misc.

Location:	JRT
Class Name:	Cheerleading - Mon
Description:	Cheerleading - Mon, Wed, Fri. - Advanced
	More...
Session:	Fall
Category1:	Cheerleading
Category2:	
Category3:	
Gender:	Female
Min. Age:	
Max Age:	
Openings:	10
Current Size:	6
Max Size:	16
Current Wait:	0
Max Wait:	0
Room:	Gym 3
Reg Start Date:	8/1/2004 (Date Registration Opens)
Start Date:	9/1/2004
Start Time:	9:00am
End Date:	9/30/2004
End Time:	10:00am
Class ID:	102

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Lesson/class Screen – Enroll List Tab: This tab displays the currently enrolled students. You can navigate to the appropriate student by clicking on their name. You can drop a student from a lesson/class by clicking on the appropriate "Drop" link.

Class Roll	Mass Drop					
Summary	Enroll List	Drop List	Wait List	Instructors	Billing	Misc.

Current Enrollment

#	Student	Enroll Date	User ID	
1	Ashley Meir	9/9/2004 11:07:28 AM	MARK	Drop
2	Witt Andrews	8/4/2004		Drop
3	Wolt Andrews	8/4/2004		Drop
4	William Arbelaez	8/4/2004		Drop
5	Trina Arnold	8/4/2004		Drop
6	Trey Barnard	8/4/2004		Drop
7	Thomas Becker	8/4/2004		Drop
8	Tara Benson	8/4/2004		Drop

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Instructor Screen: The instructor screen displays the most commonly used instructor information. There is additional instructor information under the tab headings: Summary, Lesson/classes and Miscellaneous.

View Classes	Print Schedule	
Summary	Classes	Misc.

Organization:	NC Gymnastics
First Name:	Alice Ann
Last Name:	Mahoney
Location:	
SSN:	123-12-1234
Status:	Unknown value
Type:	Unknown value
Address 1:	addr1
Address 2:	addr2
City:	city
State:	ST
Zip:	12345
Home Phone:	123-123-1234
Work Phone:	www-www-wwww
Cell Phone:	ccc-ccc-ccc
Email:	mark@score-master.com
Pay Rate:	under
Vacation:	
Pay Type:	Unknown value
Start Date:	
End Date:	
Picture:	

Enter Transaction Screen: You can navigate to this screen from many other screens: global search results, family screen, student screen. At the top of the screen you will notice some of the family information is displayed to verify this is the correct family and the balance is displayed to help verify the transaction amount.

Import Data Screen: This feature is a huge time saver. Two things worry a manager when implementing a new system: staff training and data conversion / entry. We address the training issue with "Software Videos" built into the application and the Jackrabbit database can be quickly populated via this import function. Just download this Excel spreadsheet and copy your current data into the spreadsheet and upload it. An upload of a 1000 students takes less than a minute and you are ready to begin using the system. If you make a mistake when importing, just choose the delete imported data item from the tools menu and re-import the data.

Announcement / System Settings Screen: From the Tools menu you can navigate to this screen from by choosing the "Manage Users" or "System Settings" menu items.
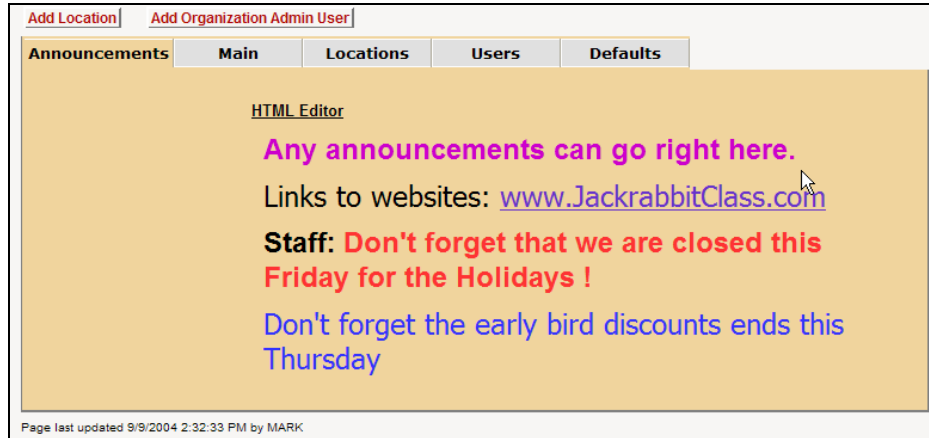
Section 7 – Sample Reports

Jackrabbit has extensive reporting regarding financial, enrollment, transactions, attendance, efficiency, instructor, student and family. All reports can output to a variety of applications including: MS Excel, MS Word, HTML, text and PDF. This document only contains a few of the reports available. Check out the reporting video on the website for a quick tour of many of the reports available.

Family Listing:

A report used for listing families for phone calls, totals, late fees and much more. Selection criteria for this report includes: family, city, state, zip code, balance range, type, last updated, date imported.

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| Location	Family	Students	Address	City	Balance	Home Phone
JRT	Aldridge	Yasemin	1920 Bowling Green Tr.	Charlotte	63.50	(704) 846-1884
JRT	Andrews	Wooten	1920 Bowling Green Tr.	Charlotte	-197.50	704-846-1234
JRT	Andrews	Wolt, Witt	2804 Nashford Place	Charlotte	0.00	704-212-0153
JRT	Arbelaez	Wells, Wallis	1300 Chatsworth Lane	Charlotte	100.00	704-846-6699
JRT	Arnold	Trina	2805 Stratford Hall	Charlotte	0.00	704-488-2525
JRT	Barnard	Trey	2805 Stratford Hall	Charlotte	0.00	704-488-2525
JRT	Barnett	Tiffany	2805 Stratford Hall	Charlotte	-31.00	704-488-2525
JRT	Barnett	Thomas	10808 Warren Pond	Charlotte	-30.50	704-676-4291
JRT	Becker	Thomas	3404 Yelverton Circle	Charlotte	0.00	704-510-4430
JRT	Becker	Tess	3204 Beaufort Street	Charlotte	0.00	704-787-5888
JRT	Begany	Tess	3204 Beaufort Street	Charlotte	0.00	704-787-5888
JRT	Benson	Taylor	5513 Old Still Road	Charlotte	0.00	704-528-3416
JRT	Bettinsoli	Stefanie, Stacy	2908 Magnolia Grove	Charlotte	0.00	704-562-7189
JRT	Borsuk	Spencer	1520 Tradescant Ct.	Charlotte	0.00	704-848-3135
JRT	Borsuk	Sophia	3212 Rutherford Drive	Charlotte	0.00	704-787-8441
JRT	Bouchon	Shelley	9308 Hometown Drive	Charlotte	0.00	704-870-7858
JRT	Bradley	Shelby	4928 Brookhurst Place	Charlotte	0.00	704-247-8284
JRT	Brady	Shawen	1417 Whittington Drive	Charlotte	0.00	704-845-0785
JRT	Brown	Scotty, Sarah	1713 Whittington Drive	Charlotte	0.00	704-870-2992
JRT	Brown	Sarah	4913 Hermitage Drive	Charlotte	0.00	704-783-9022
JRT	Browning	Sarah	300 Marlowe Road	Charlotte	0.00	704-787-5014

Revenue Snapshot:

This report is used for evaluating the revenue, lost revenue, enrollment percentage, lesson/class revenue, lesson/class category enrollment and facility efficiency.

Date: 2/10/2005 7:31:55 PM   **Revenue Snapshot**   Page 1

Class Name	Category2	Tuition	Curr Size	% of Cat	Max Size	Current Revenue	% of Cat	Max Revenue	Curr/ Max
Location: JRT									
Category: Gym									
Gymnastic 1	Girls Team	48.00	1	5%	14	48.00	2%	672.00	7%
Gymnastics - Mon - B		55.00	7	33%	12	385.00	18%	660.00	58%
Gymnastics - Mon, Tu	Girls Team	165.00	9	43%	15	1,485.00	69%	2,475.00	60%
Monday K-1		50.00	3	14%	24	150.00	7%	1,200.00	13%
Preschool Gymnastics	Boys Team	75.00	1	5%	6	75.00	3%	450.00	17%
Super Stars		90.00	0	0%	99	0.00	0%	8,910.00	0%
Total for Category: Gym			21		170	2,143.00		14,367.00	15%
# of Classes: 6	Category % of Total:		100%			100%			
	Category Enroll %:		12%						
Total for Location: JRT			21		170	2,143.00		14,367.00	
# of Classes: 6	Location % of Total:		100%			100%			
	Location Enroll %:		12%						
Location: JRT-2									
Category: Gym									
Beginner Gymnastics	Boys Team	78.00	0	100%	8	0.00		624.00	0%
Total for Category: Gym			0		8	0.00		624.00	0%
# of Classes: 1	Category % of Total:		0%			0%			
	Category Enroll %:		0%						
Total for Location: JRT-2			0		8	0.00		624.00	
# of Classes: 1	Location % of Total:		0%			0%			
	Location Enroll %:		0%						
	Grand Total:		21		178	2,143.00		14,991.00	
	# of Classes: 7								
	Enrollment %:		12%						

Transaction Listing:

A report used for deposit slips, revenue tracking, fee generation and much more. Selection criteria for this report includes: family, date range, type, check #, amount range and User ID.

Date: 9/9/2004 3:18:04 PM   **Transaction Listing**   Page 1

Last Name	Date	First Name	Description	D/C	Type	Chk#	Amount
Aldridge	8/25/04			C	Payment		14.00
Aldridge	8/27/04		Late Payment Fee	D	Other Fee		5.00
Aldridge	8/30/04			C	Payment		14.50
Arbelaez	8/27/04			D	Tuition Fee	1255	100.00
Barnett	8/25/04			C	Payment	1234	23.00
Barnett	8/25/04	Tiffany	sdfasdfasdf	C	Payment		33.00
Becker	8/25/04			C	Payment		45.00
Becker	8/25/04			C	Payment		55.00
Becker	8/25/04			D	Tuition Fee		100.00
Conway	8/24/04			C	Payment		10.00
Gainey	8/25/04			C	Payment		10.00
Gainey	8/25/04			C	Payment		12.00
Green	8/25/04			C	Payment		23.00
Green	8/25/04	Jessica	Cheerleading class fee	D	Tuition Fee	12222	150.00
Hill	8/25/04			D	Tuition%20Fee		55.00
Hill	8/25/04			C	Payment	0000	55.00

| Credits Total:	294.50	Debits Total:	410.00	Net Total:	704.50
# of Trans:	11	# of Trans:	5	# of Trans:	16

Drop Report:

A report used to evaluate why people are leaving or transferring lesson/classes.

Location	Drop Date	Class	Student	Reason	Notes	Enroll Date	Days	User ID
JC	12/20/2004	Recreation	Jordan Brown	No Show		8/27/2004	115	ALICEANN
JRT	2/9/2005	Gymnastics - Wed - B	Tyler Aardema	Scheduling Conflict		2/9/2005	0	DEMO
JRT	2/2/2005	Cheerleading	Mike Aldridge	Class Canceled		12/29/2004	35	
JRT	2/2/2005	Cheerleading	Yasemin Aldridge	Class Canceled		1/20/2005	13	
JRT	2/2/2005	Cheerleading	Bella Foster	Class Canceled		12/22/2004	42	
JRT	2/2/2005	Cheerleading	Katie Gist	Class Canceled		12/20/2004	44	
JRT	1/25/2005	Beginner Gymnastics	Bella Foster	Other - See Notes		12/22/2004	34	
JRT	1/25/2005	Test Class	Alli Baden	Class Too Easy	Wants to learn how to tumble	1/22/2005	3	
JRT	1/24/2005	Cheerleading - Mon	Margaret Aldridge	No Show		1/22/2005	2	DEMO
JRT	1/23/2005	Gymnastics - Tue - B	Krysta Gainey	Left Gym/School		1/23/2005	0	ALICEANN
JRT	1/23/2005	Preteam	Krysta Gainey	Class Too Difficult		1/23/2005	0	ALICEANN
JRT	1/22/2005	Cheerleading	Krysta Gainey	Family Moved		12/20/2004	33	ALICEANN
JRT	1/22/2005	Gymnastics - Tue - B	Sarah Brown	Class Too Easy		8/26/2004	149	ALICEANN
JRT	1/22/2005	Monday K-1	Sarah Brown	No Show		1/22/2005	0	ALICEANN
JRT	1/14/2005	Cheerleading	Margaret Aldridge	Class Too Difficult		1/14/2005	0	JTADMIN
JRT	1/6/2005	Bunnies 1	Bella Foster	Changed Class		12/22/2004	15	
JRT	12/29/2004	Cheerleading	Mike Aldridge	Changed Class		12/29/2004	0	JTADMIN

Section 8 –Electronic Payments

Charging credit cards and drafting bank accounts is easy with Jackrabbit. Jackrabbit gives you the ability to store credit card info and bank account information per family account. We adhere to all the security regulations regarding the handling of sensitive financial account information. You have the ability to click a button and charge a family's credit card or bank account and the payment transaction is automatically written.
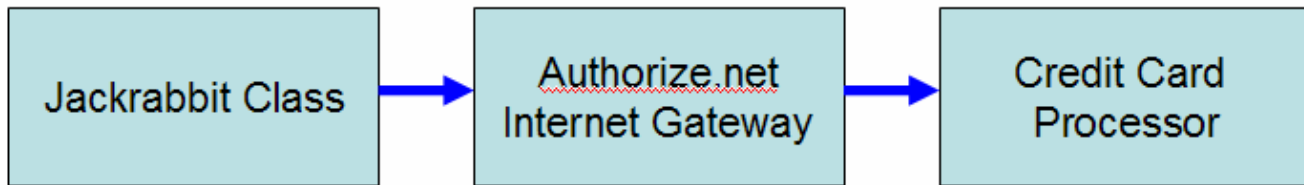
Jackrabbit software interfaces to www.Authorize.net Internet Payment Gateway system which interfaces to 90% of the credit card processors. This allows us to interface to your current credit card processor.

The approximate price for the Authorize.net gateway account is: $150.00 onetime setup fee, $20 per month and 20 cents per transaction. These fees are above and beyond your credit card processor fees. Also, Jackrabbit charges a fee for the Authorize.net interface. (please see the Pricing page on our website for current details)

I already have a Credit Card Merchant Account:

If you already have a Credit Card Merchant Account (you are already accepting credit cards) then the only account you need from Authorize.net is an Internet Payment Gateway account. You can find an application on our website under the Pricing area. They are great to work with and it takes about a week to setup the Gateway account after filling out the application form and faxing it in. After you have become an Authorize.net client, just contact us and it takes about 15 minutes to have you electronically processing payments.

I do NOT have a Credit Card Merchant Account:

If you do NOT currently accept credit cards for payment, we recommend you request credit card merchant account rate information from both your bank and from Money Movers of America (MMOA.us). Please see our pricing page on the website for MMOA contact information. This is an easy way to get competitive quotes from both a local bank and an Internet provider. Authorize.net interfaces to most credit card processors and has very competitive rates. It makes no difference to us which you choose as long as Authorize.net can interface to the credit card processor.

With either option you choose (local bank or Internet Provider) you still need an Internet Gateway account from Authorize.net. You can find an application on our website under the Pricing area. They are great to work with and it takes about a week to setup the Gateway account after filling out the application form and faxing it in. After you have become an Authorize.net client, just contact us and it takes about 15 minutes to have you electronically processing payments.

Once this interface has been setup, please see the section in this User Guide regarding electronic payments.

Drafting Bank Accounts for Payment

We accomplish this currently by using the e-Check service from Authorize.net or via a NACHA file which is a standard file layout for banks. You will see an application for this account on our Pricing page. This is a rather involved application because of the authority you are being granted to pull cash directly out of a customer's bank account.

Section 9 - Support

Support in the Web-based market

A web-based solution introduces an unprecedented level of customer interaction and support is needed more than ever. Our Support staff has experience in addressing strategic customer support in this new marketplace. We are able to offer superior support due to our knowledge and experience in the ASP field.

Jackrabbit End-User Support

Jackrabbit support takes great pride in helping our users utilize this product. We accomplish this by taking a one on one approach. If you are requiring Jackrabbit Support please direct your questions to your internal Jackrabbit Systems Administrator. Your Internal Systems Administrator will then contact us directly if they cannot help you.

System Administrator Support

Our Jackrabbit Support Staff welcome your questions or comments.
It is our intent to respond to all support emails in four hours or less.
Email your questions to our support team.

Phone: 704 895.4034

Hours of Support:
Monday – Friday.
8:00am – 5:00pm Eastern Standard Time.
Federal Holidays excluded.

Section 10 – Jackrabbit Technologies

We have over 1500 clients in 14 countries using our competition management software (www.Score-Master.com) and enjoy supporting youth organizations.

Our Jackrabbit system was designed for youth programs, individual child care centers of all sizes, including for-profit and non-profit organizations, church programs, Montessori schools, YMCA's, small and large school districts, franchising facilities and large corporations. We have built a strong reputation of quality and excellence in both product and customer support around the world.

We are located in Charlotte, North Carolina and we love what we do. It is our mission to deliver excellent software and service and we would like to hear from you if you have not experienced great service and support.

Management Team

Mark Mahoney, Director of Sales & Marketing

Mark Mahoney's passion is solving business problems with technology. Mark has been involved in organized youth sports since 1973 and has instructed, coached and owned sports facilities. Mark developed Lesson/class Master, a lesson/class management system, in the 80's and sold it to another company in the 90's. Due to the number of requests from old clients, Mark decided to build another system, this time a web-based application.

Mark brings 22 years of experience in information technology and has sold over 20 million dollars in software and services. Mark serves on the MIS Advisory Board for the Terry College of Business at the University of Georgia. He also serves on several committees within the Information Technology Council for the Charlotte Chamber of Commerce.

Mark holds a BBA from the University of Georgia and enjoys marathons, triathlons and backpacking. Mark loves living in Charlotte and spending time with his wife Cheryl and his two children: Alice Ann and Christian.

Mike Carper, Director of Technology & Services

Mike's passion is designing and developing software. He has more than 15 years experience and has built many applications in an array of industries. Mike's software development experience includes:

• International trade finance systems
• Time and billing systems
• Warehouse management systems
• Applicant tracking and resume scanning systems
• Human resource management systems
• 401k and ESOP systems

Mike holds a BSBA in MIS from the University of North Carolina at Charlotte. Mike enjoys sailing on the lake and spending time with his family.

Section 11 - Privacy Policy

Policy

Jackrabbit is committed to respecting your privacy. We recognize your need for appropriate protection and management of personally identifiable information you share with us. We want you to understand the care with which we treat your personal information.

To protect your privacy, we have adopted the following principles:

Information

Jackrabbit will not disclose your private and confidential information to any outside organization. Information regarding your company (such as company name, address and phone number) will not be given or sold to any outside organization.

Security

You are solely responsible for maintaining the secrecy of your passwords or any account information. Please be careful and responsible whenever you're online. While we strive to protect your confidential information, we cannot ensure or warrant the security of any information you transmit to us, and you do so at your own risk.

Data Encryption

Jackrabbit is committed to data security with respect to information collected and maintained on our site(s). To help protect your confidential information, we support the ability to encrypt all data. Encryption is a process by which we use software to scramble your confidential information in transit to and from Jackrabbit.

The Jackrabbit.com site utilizes an industry-standard Secure Sockets Layer (SSL) technology to allow for the encryption of confidential information. Use of our site requires the use of Microsoft Internet Explorer version 5.0 (or higher). This browser is security-enabled so you can choose whether or not the information you transmit to us is encrypted, making it extremely difficult to read even if it is wrongly intercepted.

Commitment

Personal data privacy is a policy we are committed to and Jackrabbit is constantly addressing new demands. If you have any comments or questions regarding our privacy policy, please contact us at info@JackrabbitTech.com.